



Volunteer Position

Volunteer Position:	Front Office Volunteer
Program:	Haight Ashbury Free Clinic
Location:	558 Clayton Street, San Francisco, CA 94117
Reports To:	Clinic Operations Manager

Founded in 1967, Haight Ashbury Free Clinic was the first nonsectarian free medical clinic in the United States. Haight Ashbury Free Clinic provides compassionate, nonjudgmental care. Our supportive Volunteer staff is committed to providing healthcare services to those who can least afford them. Our Volunteer providers have specialized expertise in preventative health, chronic conditions, the treatment of infectious disease, and addiction. At the Haight Ashbury Free Clinic, we believe that patient-centered care is essential to lifelong well-being and that all people deserve excellent health care.

Position Description

As the first point of contact, the Front Office Volunteer plays a vital role in being a welcoming connection for patients to clinical service and specialty care visits (through referral initiation, follow up and data reporting). The Front Office Volunteer also acts as the first line of problem-solving within the team, working closely with the clinical and management teams to promote departmental efficiency and a positive patient experience. They are expected to provide all patient care in a sensitive, non-judgmental and professional manner, to maintain the highest possible ethical standards, and to function as part of a care-giving team.

Key Responsibilities

- Welcome and greet all patients and visitors in a genuine and friendly manner.
- Check patient eligibility for Clinic services and verify coverage for upcoming appointments; refer ineligible patients to more appropriate providers.
- Collect demographic and insurance information and data enter in electronic system.
- Refer uninsured persons to the Medi-Cal office when appropriate.
- Communicate continuously with clinical team and clinic manager regarding schedule changes and collaborate with providers to reschedule appointments when needed.
- Maintain drop-in waitlist to ensure appointments are fully utilized.

- Processing of incoming electronic faxes.
- Respond to medical records requests from patients, providers and other HIPAA-approved entities.
- Scan and index incoming medical records to client electronic health records.
- Assist with coordination of medical referrals to specialty clinics within San Francisco as well as out of county referrals including providing all pertinent information to outside providers, scheduling the appointments as needed, and notifying patients.
- Assists with obtaining Durable Medical Equipment (DME) for patients.
- Serves as the point of contact for patients and providers with questions regarding referrals, tracking the status of referrals and keeping electronic health record systems up to date. Follows up on the completion of missed specialty care appointments to encourage adherence to plan of care.

Qualifications, Desired Skills and Abilities

- High School Diploma or Equivalent.
- Delivers written communications that have clarity and impact including emails.
- Practices attentive and active listening; clearly and thoughtfully communicates with others in person and on the phone.
- Culturally competent and able to work with a diverse population; is honest and accountable; always maintains confidentiality and appropriate boundaries; handles sensitive information with discretion.
- Detail Oriented; ability to multi-task efficiently; organizes and establishes priorities
- Comfort using computerized systems to enter and find information, Microsoft Office Applications, specifically Word Outlook and internet applications.
- Reliable; maintains focus; punctual; good attendance record.
- A team player; able to work cooperatively and effectively, and independently assume responsibility.
- Interest in community-based healthcare; strong initiative and enthusiasm; willingness to pitch in whenever needed.

Physical Requirements

- Requires prolonged sitting or standing for up to 3 hours at a time.
- Requires hand eye coordination and manual dexterity to operate a keyboard, photocopier, telephone, calculator and other office equipment. May require up to 3 hours of typing at a time.
- Requires normal range of hearing and eyesight to record and to communicate with staff in a busy clinic environment.

*****Selected volunteer candidates will be required to satisfactorily complete a background Clearance*****